



Odyssey CMS • Case Management System FAQ

In response to several inquiries on the purpose and goals of JTAC, the status and direction of the CMS Project, and features of the Odyssey Case Management System (Odyssey CMS), this FAQ document was prepared to share responses to these common questions that have been fielded by JTAC staff.

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Questions regarding the Judicial Technology and Automation Committee (JTAC)

What are the goals of the Judicial Technology and Automation Committee (JTAC)?

The primary goals of JTAC have not changed. The Indiana Supreme Court established its Judicial Technology and Automation Committee (JTAC) in 1999 in recognition of the growing impact of modern computer technology and innovation on the business of the judiciary. In order to develop a uniform policy on implementation of information technology by the Indiana Judicial System, the Indiana Supreme Court Judicial Technology and Automation Committee (JTAC) maintains the following three primary goals:

- To equip every Indiana trial court with a 21st century case management system;
- To connect current case management systems, and the 21st century system, as it comes online, with each other and with local and state entities that need and use court information; and
- To provide Indiana judges and court clerks and their staffs with additional computer resources to assist them in their work and better serve the public.

In short, the goal of JTAC is to provide modern technology to the court system in Indiana. The need to modernize our Indiana judiciary is as great today as it has ever been.

If JTAC was created to implement computer technology, how does it ensure that systems meet the functional needs of the Indiana judiciary and its users?

For JTAC to be successful, it will need to continue to rely on the input, support, and time of the many individuals who make up the Indiana judiciary and assist it in its work including County Clerks, trial court and clerk staff, and the bar. JTAC has been fortunate to have former Indiana Clerks, Judges, and court and clerk staff join the team as full time employees to provide their invaluable subject matter expertise for all technology initiatives to ensure that JTAC will meet the needs of the Indiana judiciary from a user perspective.

If you have suggestions or would like to be an active volunteer for JTAC, please contact Mary DePrez, Director and Counsel of Trial Court Technology.



Questions regarding the May 13, 2002 Indiana Supreme Court Policy Statement on Trial Court Case Management Systems

Is the May 13, 2002 Indiana Supreme Court Policy Statement on Trial Court Case Management Systems still applicable?

Yes, the policy statement is still applicable, with the exception of the particular case management system being deployed in the Indiana counties. Following a 10 month procurement process, the Indiana Supreme Court chose Texas based Tyler Technologies, Inc. to provide its Odyssey Case Management System. The Indiana Supreme Court and JTAC still believe that it is in the best interest of Indiana's citizens, trial courts, court clerks, law enforcement officials, and lawyers that all of Indiana's courts maintain their records in a statewide computerized case management system that connects courts across county lines and connects courts with local and state entities that need court information.

Section 4 of the Supreme Court Policy Statement states that "Any county that elects, at its expense, to upgrade substantially an existing or acquire a new case management system other than the statewide case management system may do so only with the written permission of the Division." What is an "upgrade" in the eyes of the Division?

Upgrading a computer system is a major, and often costly, undertaking that should not be taken lightly. The upgrading of a trial court case management system raises concerns about a court's ability to meet its obligations under the Rules of Court. Before making an upgrade to its CMS, a Court shall apply for, in writing, and obtain approval of the proposed upgrade, in writing, from the Division.

Upgrades that require Division approval include:

1. Instituting a new module, such as probation or jury management;
2. Instituting the ability to access data on the Internet, such as allowing the bar or citizens to access the Chronological Case Summary;
3. Instituting the ability to access the CMS from the Internet;
4. Instituting the ability to receive data electronically from attorneys, such as e-filing;
5. Upgrades that cost in excess of \$10,000;
6. Instituting the ability to store and access documents electronically; and
7. Upgrades that will require your CMS to be inoperable for longer than 72 hours.

What is the process for receiving approval from the Division for upgrading a system?

The request must be submitted to the Division at least 60 days prior to the upgrade.

The application must contain:



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1. A request from the presiding judge stating the desire to receive permission to move forward with the proposed upgrade.
2. A description of the proposed change and a detailed analysis of the effect of the proposed change on the court;
3. The name of the vendor(s), the cost, and contractual paperwork;
4. A brief project plan for the upgrade and appropriate risk mitigation for the implementation; and
5. Any additional information requested by the Division to facilitate its decision.

The Division may approve the proposed upgrade if the court demonstrates that the change will not detract from the court's ability to serve the citizens of Indiana and be in compliance with the Rules of Court and the goals of JTAC. Prior to purchasing or upgrading any CMS, counties are strongly encouraged to discuss the matter with the [Director and Counsel of Trial Court Technology] for the Indiana Supreme Court.

What is the process for receiving approval from the Division for purchasing a new system?

The request must be submitted to the Division at least 120 days prior to the purchase.

The application must contain:

1. A request from the presiding judge stating the desire to receive permission to move forward with a new CMS.
2. The name of the vendor(s), the cost, and contractual paperwork;
3. A brief project plan for the upgrade and appropriate risk mitigation for the implementation; and
4. Any additional information requested by the Division to facilitate its decision.

The Division may approve the request if the court demonstrates that the change will not detract from the court's ability to serve the citizens of Indiana and be in compliance with the Rules of Court and the goals of JTAC. Prior to purchasing or upgrading any CMS, counties are strongly encouraged to discuss the matter with the [Director and Counsel of Trial Court Technology] for the Indiana Supreme Court.

If I intend to utilize the Odyssey CMS, should I consider upgrading my system in the meantime?

The answer to this question will depend on a variety of factors and the individual circumstances specific to your county. In making this decision you should consider the following factors:

- **The Cost of the Upgrade.** If you can afford the cost of the upgrade and can justify the expense from the time you incur until the time you replace your legacy system, you should upgrade.



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- **Total Cost of Ownership.** It is possible that a new upgrade will result in net savings to you by being less expensive to operate. If this is the case you should consider upgrading.
- **Security.** It is important to the citizens of Indiana that our courts are doing what they can reasonably do insofar as protecting the integrity of their CMS and the data therein. To the extent that you feel an upgrade can provide you with increased security, then you should consider upgrading.
- **Vendor Support.** If the system you are currently using is no longer being supported, but a newer version is, you should consider upgrading.
- **Improved Functionality.** If you desire to increase the functionality of your system and a new version provides that functionality, you should consider upgrading.

Are there any other Supreme Court Rules that I need to be aware of when contemplating upgrading or purchasing a CMS?

Naturally, it is important to make sure that your respective court is in compliance with state and federal rules, laws, and regulations. Prior to upgrading or purchasing a new CMS you should consider to what extent your CMS will impact any of these rules, laws, and regulations and your ability to be in compliance thereto.

Although all rules are important, the Supreme Court has a few rules that are specifically on point and should be given extra attention.

First, you and your vendor must consider Administrative Rule 9, which governs access to Court records. Section 9(k) in particular is important for your vendor since it requires you to include in your contract with your vendor an obligation for your vendor to ensure your CMS is in compliance with this rule.

Second, you must consider Trial Rule 77, which governs what court records need to be maintained and how. Further, you must consider Trial Rule 77(k), which provides that you must receive permission from the Division of State Court Administration prior to posting Court data on the Internet.

Third, you must consider Administrative Rule 6, which governs the electronic storage standards of the Supreme Court.

May I receive financial assistance from JTAC to help upgrade my legacy system?

Unfortunately, no. (However, through related projects, JTAC has provided federal grant funding to purchase over a half million dollars in computer equipment for courts and clerks offices throughout the State.) The General Assembly has provided JTAC with limited funding to provide Indiana with a 21st Century Case Management System. At this time, JTAC is not in a financial position to provide financial funding for a CMS other than the one being provided by Tyler Technologies, Inc.



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Questions regarding the Case Management System (CMS) Project

What caused the interruption and delay of the Case Management System Project and what is its current status?

Although JTAC entered into an arrangement with Computer Associates (CA) in June of 2002 to provide Indiana with a 21st Century case management system, this effort was not realized under the original project as the application delivered to JTAC did not satisfy the requirements of the CMS Project. CA and JTAC determined that it was in their mutual interest that JTAC find an alternate partner and the Supreme Court was refunded the monies paid to the vendor for the project.

JTAC continued pursuing its goal of equipping Indiana courts with a 21st Century case management system by releasing a new Public Notice of Contracting Opportunity (PNCO) in early spring of 2006. Following a 10 month procurement process during which a rigorous review of vendors responses ensued, including site visits to current customer locations, the Indiana Supreme Court selected Tyler Technologies, Inc. to provide its Odyssey case management system in late 2006.

Soon after, the Court and Tyler entered into a smaller agreement to conduct a "Fit Analysis" with the goal of validating that the application would work for users in the Indiana courts and Clerk's offices and identify necessary enhancements that would be required for an initial implementation. In May 2007, a larger professional services and licensing agreement between the two parties was executed, and the joint team began working toward accomplishing Phase 1 consisting of two pilot implementations scheduled for December 2007 – Washington Township Small Claims Court in Marion County and Monroe County Circuit Court. The two locations went live in December 2007 and JTAC is now in the process of beginning Phase 2 with the counties that have been identified as the next recipients of the Odyssey CMS: Allen, Clark, DeKalb, Floyd, Hamilton, Harrison, Huntington, and Madison. Recipients in future phases are still undetermined. If you are interested in learning more about the CMS Project or in requesting that the Odyssey CMS be installed in your county, contact Mary DePrez, Director and Counsel of Trial Court Technology.

If my County does not have an Internet connection currently or anticipates that the existing line must be upgraded before the Odyssey CMS can be implemented, will my County bear the cost?

JTAC is responsible for the cost of the network to connect your county's network to the IOT Data Center in Indianapolis. This may be accomplished by the purchase of a dedicated private connection or through your existing Internet connection, both options we are continuing to investigate as previously mentioned. If your existing Internet connection is used, JTAC will pay for any bandwidth upgrade necessary to run Odyssey. Whatever the best solution is, JTAC is committed to funding this portion of project expenses.



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If my County chooses to install the Odyssey CMS, what project expenses will we have to fund?

JTAC understands that having this information outlined upfront is essential for budgetary planning at the local level. Therefore, we have shared a list of anticipated project expenses and respective party responsible for funding with our Phase 2 Counties. This information was also posted to the JTAC website and can be accessed by clicking [here](#).

Will I have input into policy decisions that will direct how the Odyssey CMS is implemented, as well as future enhancements that will be made to the system?

Historically, the CMS Project has continuously relied on input and direction from subject matter experts that work or have worked in Indiana's Courts and Clerk's offices. Along with JTAC, the JTAC Statewide Governing Board, comprised of various elected officials and project stakeholders, provide oversight and guidance for the CMS Project.

JTAC has already invited existing pilot users to submit for consideration their requests for enhancements. Enhancements to the Odyssey CMS will be reviewed by JTAC and submitted to the JTAC Statewide Governing Board for approval before proceeding with a request to Tyler.

What is JTAC's approach to converting data from legacy systems? Who funds the data conversion effort?

In Phase 2, JTAC plans to work with each county to determine what data, if any, should be converted to Odyssey. During Phase 1, JTAC and Tyler converted data from two different legacy systems. Part of our Phase 2 strategy is to work with additional legacy case management systems in order to determine what "best practice" should be for that particular CMS.

Although JTAC plans to cover the costs associated with data conversion, the county could also be responsible for funding a portion of these expenses. A data conversion policy statement is currently being developed for the CMS Project and will be available soon to provide additional information in this area.



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Questions regarding the Odyssey CMS, its requirements, and features

Why was Odyssey selected by the Indiana Supreme Court to be Indiana's statewide case management system?

Following a 10 month procurement Process, Texas based Tyler Technologies, Inc. was selected to provide Odyssey, its case management system due to the following decision factors:

- **Statewide experience.** Tyler Technologies, Inc. had experience with statewide implementations, as Odyssey is implemented statewide in Minnesota and is being implemented currently in New Hampshire and New Mexico.
- **Person-based system.** Odyssey is a person-based, rather than case-based system that allowed for a statewide directory of people and entities to be maintained. This feature is key to the sharing of information statewide.
- **Web-based system.** Odyssey is a web-based application that uses Microsoft technologies. These facts provided the strongest fit with Indiana's technical environment.
- **Features.** Odyssey's functionality closely matched Indiana's unique requirements and JTAC had the ability to have Tyler customize or build additional features specifically for the State of Indiana. Odyssey is a user-friendly application that provides the following functions:
 - Several ways to search for case information and provides wildcard and soundex options
 - Case history button to easily access the last 20 cases the user viewed or modified
 - Supports local and statewide code table configuration
 - Flexible calendar that accommodates local preferences, e.g. hearing cattle calls or interval start times
 - Minutes screen enables users to perform many different options from same screen, e.g. schedule hearings, CCS entries, etc
 - Ability to set up reminders for future events to help manage cases
 - Visual indicators that follow persons or entities throughout the system, e.g. red "W" flag to indicate active warrants
 - Ability to handle split bonds
 - User-friendly QCSR report, specifically designed for Indiana
 - "List Manager" query function
 - Support document attachments
 - Detailed fee schedules and outline of payment history



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What are the minimum computer specifications required to run the Odyssey CMS?

This is a minimum spec meant to be a guide for determining if new PC's should be purchased to use Odyssey. The Odyssey CMS will perform better on PCs that have faster processors and more memory.

- Pentium P4, 2.0 GHz or higher (or comparable – AMD etc.)
- 512 mb RAM
- 100 mb available disk space
- Windows 2000, XP, or Vista
- Internet Explorer 6.0 or 7.0
- Microsoft Word 2000, 2003, XP, or 2007 for users who will print forms
- Dependable connection to a 10bm (or higher) LAN that is connected to the Internet or a JTAC provided WAN connection

What other hardware or equipment is required to run the Odyssey CMS?

Various printers for receipts, labels, and documents are supported by the Odyssey CMS. Additionally, the system uses physical cash drawers that will be supported in a future release. Navigate [here](#) for more details regarding supported hardware.

Will Public Access be available through the Odyssey CMS?

JTAC has provided electronic access to court information stored within the Odyssey CMS via the Supreme Court website (mycase.in.gov). Information is made available as a free public service pursuant to order of the Indiana Supreme Court.

Odyssey has been described as a web-based system. Does this mean that it must be installed using the Internet?

No. The term “web-based” means that a system uses a web browser and a network connection to communicate with a centralized application. While the Odyssey CMS does use a web browser, the network component could be a dedicated private connection or the Internet. Either network scenario connects to a central application housed in the Indiana Office of Technology data center in Indianapolis. The Odyssey CMS has been implemented in Monroe County using their existing Internet connection. We are investigating options for Phase 2 implementations such as sharing private network capacity with the statewide 911 Call Center Network or buying dedicated private lines, but that research is not yet complete.

Since the Odyssey CMS is web-based, will our data be exposed to unauthorized access by Internet hackers?

If Odyssey is implemented using the Internet (also see answer to previous question), network traffic is encrypted making it virtually impossible for hackers to



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read your data on the network. JTAC uses encryption technology from Verisign. Verisign provides this technology for more than 500,000 web servers worldwide protecting the data of the 40 largest banks in the world and 93% of the Fortune 500.

Will our users experience slow system performance since the Odyssey CMS is run over the Internet and centrally hosted in Indianapolis?

As a general rule, web-based applications are slightly slower than some other application types regardless of the usage of the Internet or a private network. One goal for our Monroe County pilot implementation was to determine if running Odyssey over the Internet was feasible. While the usage of the Internet has been successful in Monroe County, we are still exploring other network options since service levels cannot be guaranteed by all Internet Service Providers. As we did with Monroe County during Phase 1, we will work with your County until application performance is acceptable.

Will we lose control over system configuration if we install the Odyssey CMS?

Although the Odyssey CMS is a centralized system, hosted in the IOT Data Center in Indianapolis, it is also a highly configurable application that provides for both statewide and county-specific codes. For example, Odyssey's financials have been configured according to a State Board of Accounts approved Chart of Accounts and allows for only those case types outlined in Administrative Rule 8. The standardization that has been implemented in parts of the Odyssey CMS has enabled us to provide or take advantage of notable features such as a Quarterly Case Status Report (QCSR) that is accurate. In addition to the state code tables, there are many code tables that are configured according to local rules and business procedures. Our staff will work closely with you to set up and configure court calendars, automatic judicial case assignment, and local forms to name a few. We have been very judicious in determining the information that is appropriate to standardize versus that which should be defined by each county. Although the work to configure system security and administer user rights and roles will also be performed by JTAC staff, again we will work closely with you to ensure we grant your users with the rights and roles they need to perform their job functions and will continue to tweak this configuration until you are satisfied with the rights established for each of your staff.

Does the Odyssey CMS support Document Imaging?

The Odyssey CMS does provide document imaging functions, such as the ability to scan and upload documents and associate them with a specific case record. Additionally, Odyssey is capable of interfacing with third party document imaging systems. Since pilot courts had not previously used such functions, document imaging was not implemented in Phase 1. However, this capability will be



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supported in Phase 2, as at least one county's CMS currently integrates with document imaging.

What other computer systems currently interface with the Odyssey CMS? Are there plans for future interfaces to be developed?

In Phase 1, the following interfaces were developed and implemented.

- **BMV.** This interface sends an SR16 to the Bureau of Motor Vehicles (BMV) Court Abstract Transmission System (CATS) daily to report serious traffic violations from commercial drivers.
- **Electronic Citation and Warning System (eCWS).** The eCWS application enables officers to issue electronic traffic tickets that are stored in a centralized repository. The interface between eCWS and the Odyssey CMS sends data from the repository to the Odyssey CMS and eliminates the need for court and/or clerk staff to enter traffic ticket data into their case management system.
- **Tax Warrants.** Odyssey currently interfaces with the Indiana Department of Revenue (DOR) to allow Clerks to participate in the Electronic Warrant Exchange program. Through this interface, Odyssey receives tax warrant records from DOR that update judgments and judgment events in the application.

The following interfaces are planned to be developed and implemented during Phase 2:

- **Protection Order Registry (POR)**
- **ProsLink**
- **CHRIS**

Will Odyssey provide functionality for Probation, Community Corrections Officers, and Problem Solving Courts?

The Indiana Supreme Court has agreed to provide Odyssey enhancements for advanced probation, community corrections, and other court supervisions functions, including problem-solving courts. Additionally, JTAC has entered into agreements with two probation specialists, Mark Harvey and Mark Rodriguez, to assist with the design and installation of the Supervision Module. The work to develop Supervision functionality for Odyssey has begun by JTAC's principal contractor, Tyler Technologies, Inc. Delivery is expected by next September.